

Increasing Rural Access to Psychiatric Outpatient Consultations in the Champlain LHIN

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THE CHALLENGE

Who We Are

The Royal Ottawa Healthcare Group Consists of 4 Campuses:

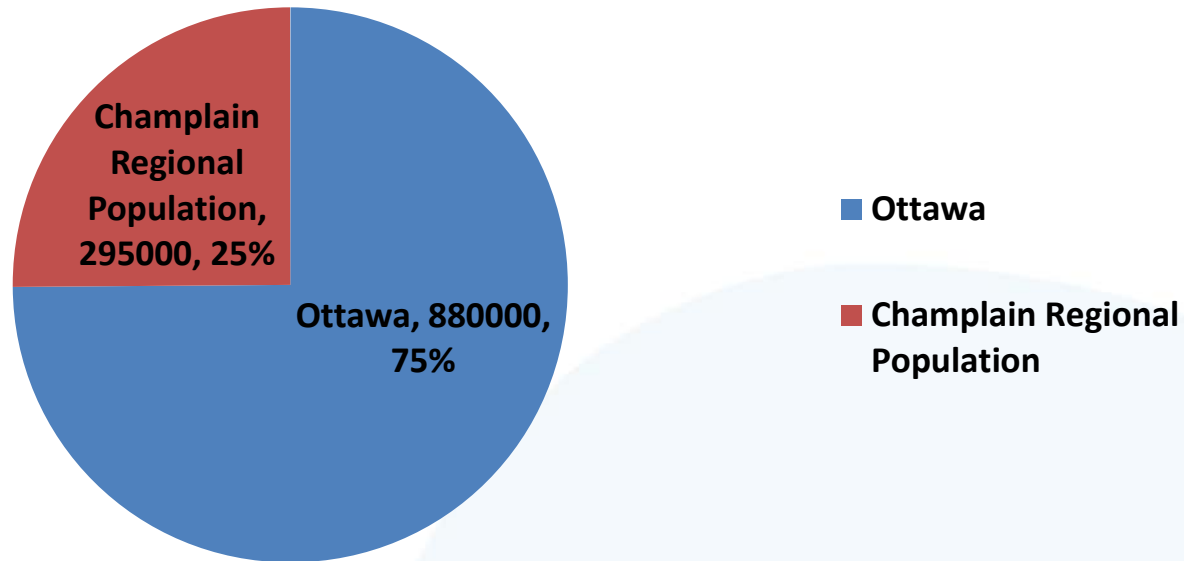
1. ROMHC
2. BMHC
3. Community Mental Health – Carlingwood
4. ?

Our Context: Ontario's Champlain LHIN



Urban & Regional Champlain LHIN Population Estimates

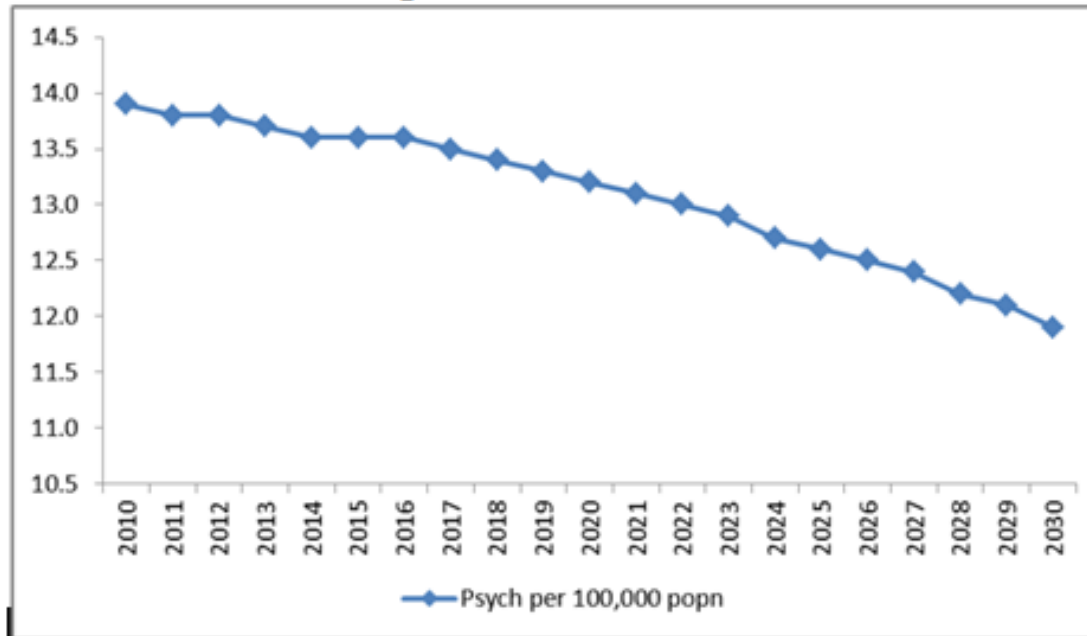
Urban and Regional Champlain LHIN Population Estimates



**25% of the Champlain LHIN's population resides outside of
Ottawa.**

Forecasted Number of Psychiatrists Per Capita in Ontario

Psychiatrists in Ontario per 100,000 – Status Quo Scenario 2012



Canadian Collaborative Centre for Physicians Resources (C3PR), Canadian Medical Association (2012).

Given the past and current training levels, there will be fewer Psychiatrists in the future.

A BRIEF HISTORY OF TELEMEDICINE AT THE ROYAL

Developments: 2010-Present

- 2010: \$1 million Bell Donation
 - I. Addition of a Telemedicine Coordinator
 - II. New Telemedicine suites
 - III. Consultations increase by 80%
- Allowed for development of Capacity Building Community Clinics: Deep River, St. Francis Memorial Hospital, Renfrew Victoria Hospital, North Lanark CHC, Seaway Valley CHC, CMHA East, NP Clinic (Lancaster), Winchester, Centre Royal Comtois (Hawkesbury) and Upstream.
- Allowed for support for all programs across the organization to become more invested in Telemedicine
- Telemedicine is allowing us to provide health equity across a large geographical LHIN

Developments: 2010-Present

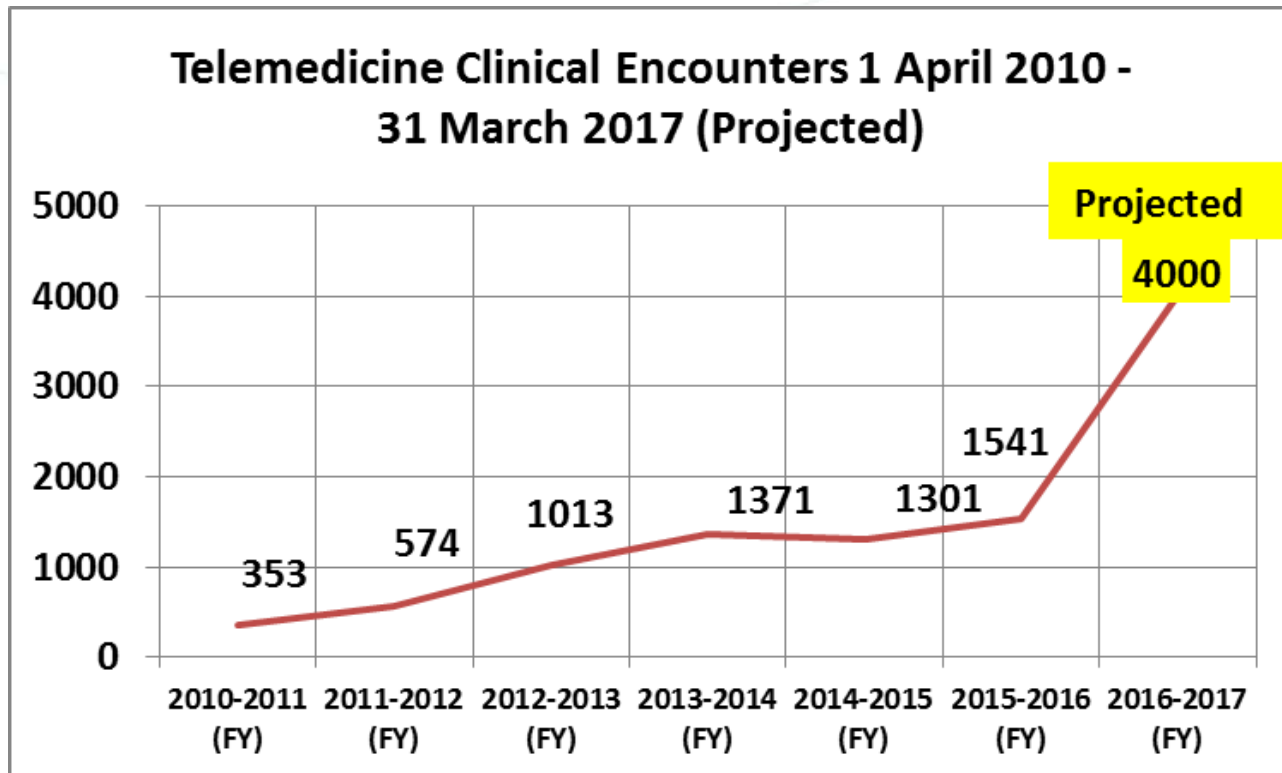
- Forensic work;
4 mental health clinics supporting inmates in correctional facilities, court sessions and managing CTO's
- Youth; targeting transitional youth 16-24 age
- OSI clinic; work with veteran's provincially
- Community work; Satellite sites stay connected through case conferencing and direct 1:1 consults
- Consult clinic; allows for any referrals outside Ottawa to be managed by Telemedicine
- Brockville work; ORB's, CCB's, FITT house rounds

Developments: 2015 - Present

January 2015

- Increase in PCVC users – 75 users in total
- Introduction of Guestlink – several clinicians are using this technology to reach patients in non clinical settings (homes/ schools/ community agencies)
- Court Connections – using video conferencing to connect inpatients with the justice system

Telemedicine Clinical Encounters: Fiscal Year 2010-2011 – 2016-2017 (Projected)



Clinical Buy-In

Over 80 Clinicians using Telemedicine

12 Psychiatrists 3 Allied Health (2011)

27 Psychiatrists 10 Allied Health (2012)

36 Psychiatrists 15 Allied Health (2013)

38 Psychiatrists 18 Allied Health (2014)

43 Psychiatrists 27 Allied Health (2015)

47 Psychiatrists 35 Allied Health (2016)

Our Mental Health Telemedicine Clinics in The Champlain Region



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Mental Health Clinic via Telemedicine

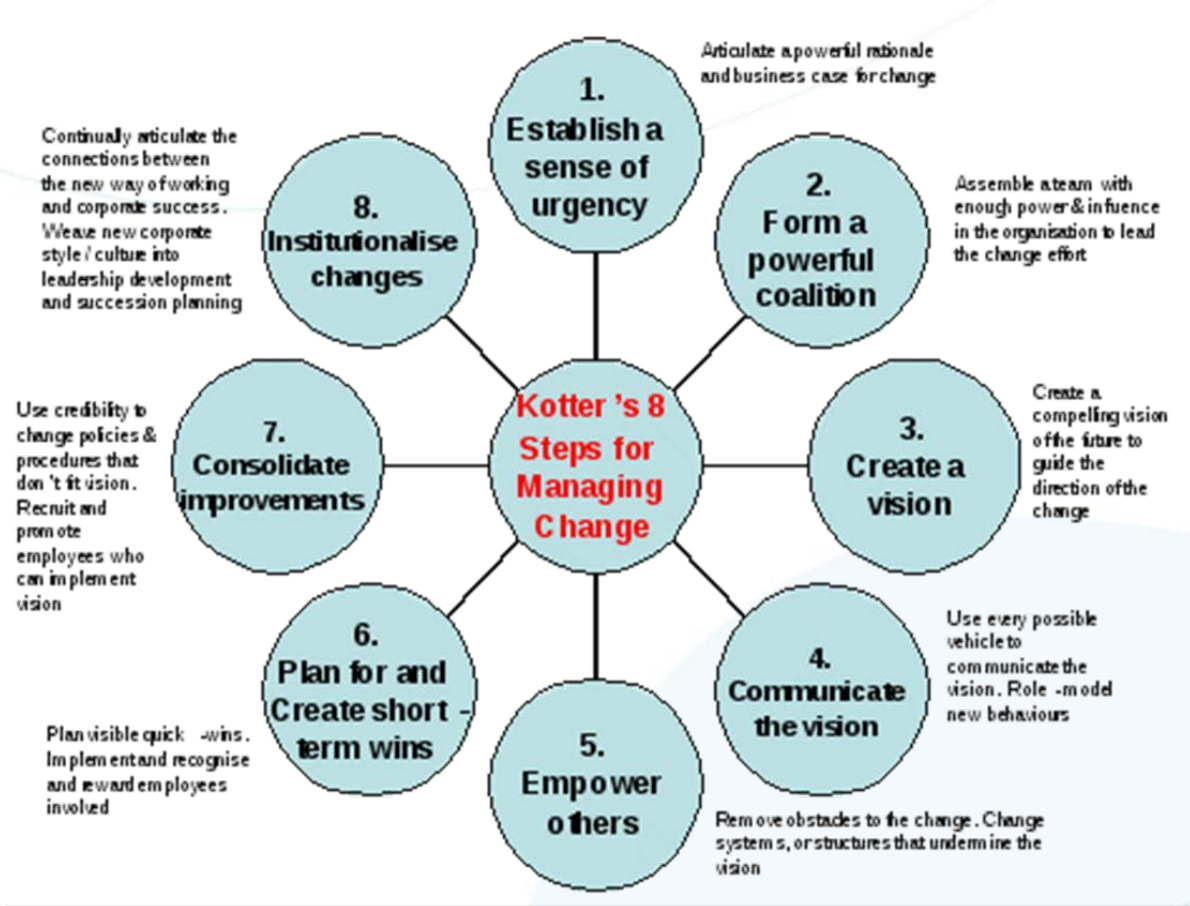
- 3 hour clinic with a dedicated psychiatrist
- Provides direct patient consultation, case conferencing, on going education as requested
- Receive detailed psychiatric report within 7 business days

STRATEGIES FOR DEVELOPING A TELEMEDICINE SERVICE

PDSA Cycle



Kotter's 8 Steps for Managing Change



Tips for Growing Telemedicine

- Get to know your programs and your provider groups
- Provide them with options as the technology evolves
- Patient & Provider surveys allow for feedback on how Telemedicine is improving access to specialized care
- Develop Regional partnerships through networking
- Locate Champions, and other willing participants within your organizations
- Attend program meetings to talk about Telemedicine opportunities
- Be willing to try anything – encourage your organization to ask; Can I do this by Telemedicine?

Lessons Learned

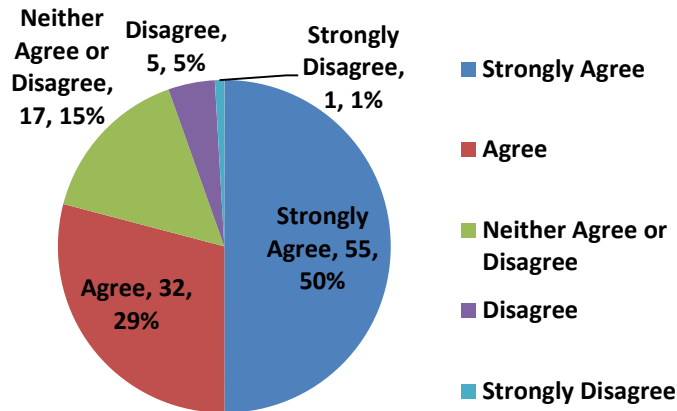
- Clinical/Care focus
- Champions
- Relationships
- Rapid PDSA (Plan, Do, Study, Act) cycle
- Coalition of the willing
- Take risks
- Celebrate success
- Keep moving!

THE ROYAL'S RURAL TELEMEDICINE CLINICS: PATIENT & PROVIDER SURVEY ACCESS & SATISFACTION RESULTS

“Telemedicine makes it easier to get my healthcare.”

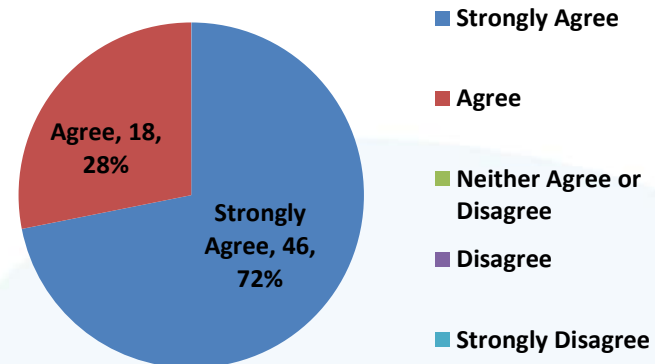
Patient

“Telemedicine makes it easier to get my healthcare.” (n = 110)



Provider

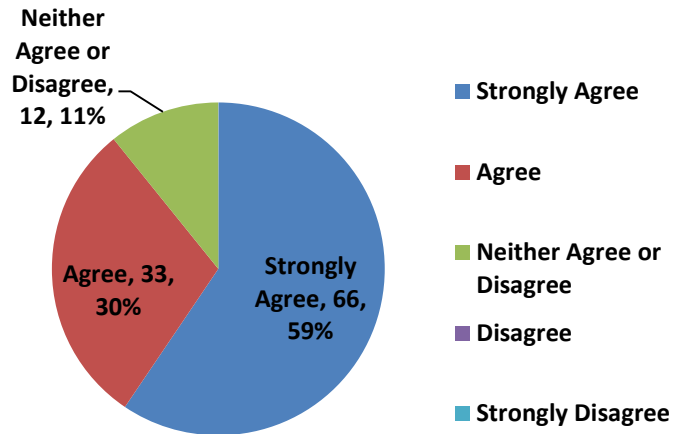
“Today's Telemedicine session may have made it easier for my patient to get healthcare.” (n = 64)



"Today's Telemedicine session saved me time."

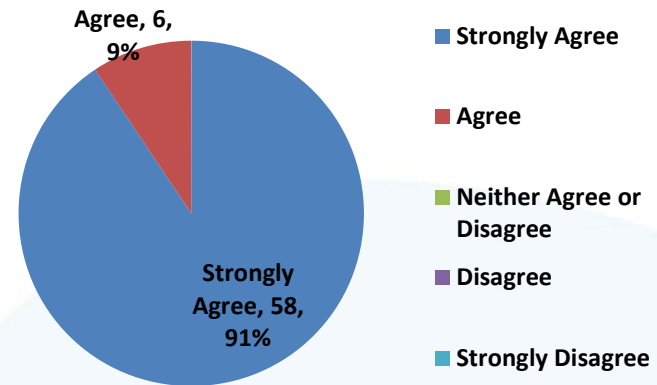
Patient

"Today's Telemedicine session saved me time." (n = 111)



Provider

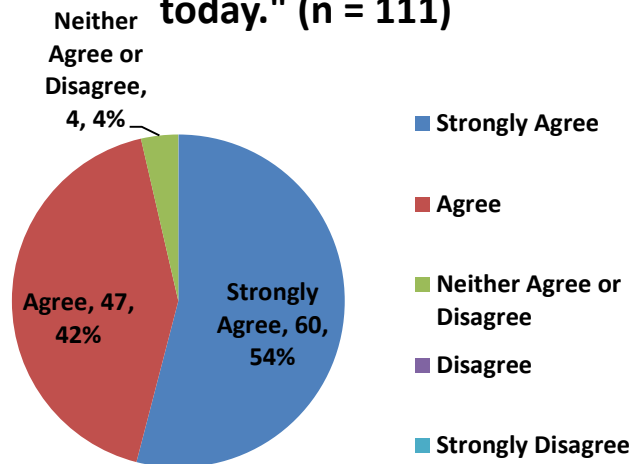
"Today's Telemedicine session saved my patient time." (n = 64)



“Overall, I was satisfied with my Telemedicine session today.”

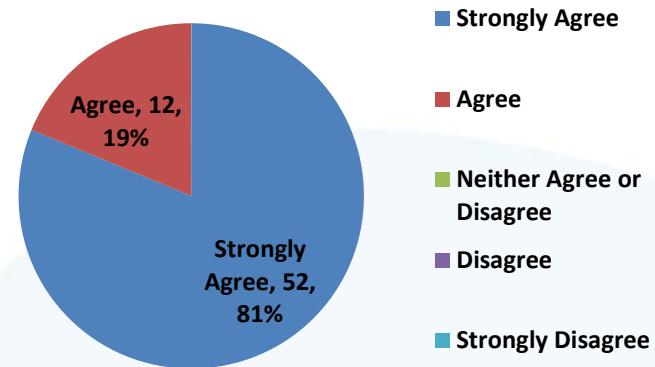
Patient

“Overall I was satisfied with my Telemedicine session today.” (n = 111)



Provider

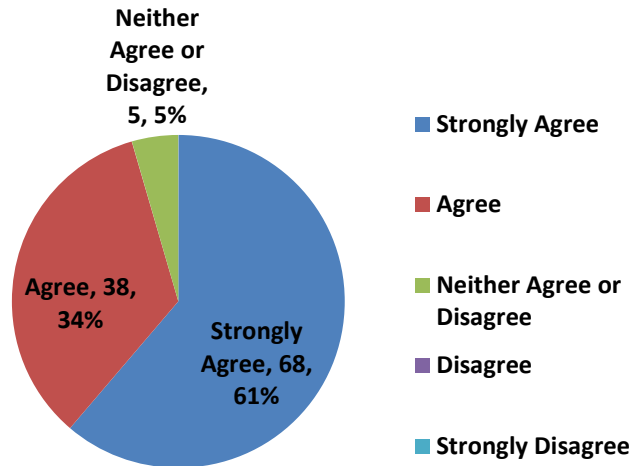
“My patient seemed satisfied with today's Telemedicine session.” (n = 64)



"I would use Telemedicine again."

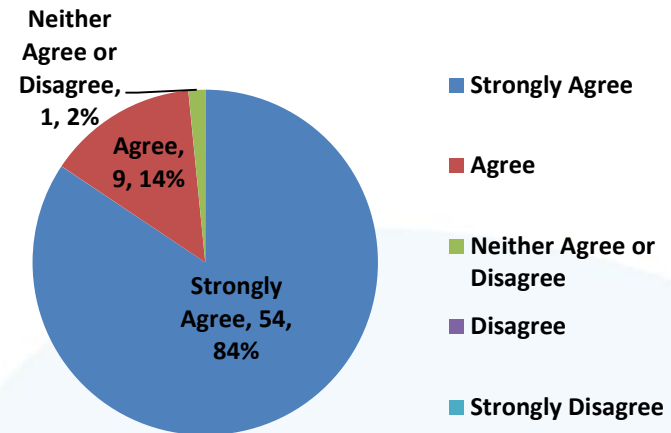
Patient

"I would use Telemedicine Again"
(n = 111)



Provider

"My patient would be willing to use Telemedicine again." (n = 64)



Questions / Discussion